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Travel Daily

First with the news

Friday 19th April 2013

OUR REPRESENTATIVES ARE ON THE MOVE!



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Last day for voting

DON'T forget to get those last minute votes in today for the hotly contested 2013 National Travel Industry Awards.

Voting for both agents and suppliers closes at 5pm EST today, with the forms available online by **CLICKING HERE** and participants able to vote for up to 5 nominees in each category.

Finalists will be announced Fri 24 May, and the AFTA website has tickets available for the NTIA gala dinner, which are selling fast.

Direct Perth flights to CHC

VIRGIN Australia and Air New Zealand say the new non-stop seasonal services between Perth and Christchurch announced

Scenic 2014 ERC out

SCENIC Tours has today released its 2014 program of European River Cruises, which will see the addition of an eighth Scenic 'Space Ship' and new itineraries including a trip to the Black Sea.

The eighth vessel is *Scenic Gem*, which is being custom built to sail on northern France's Seine River from Rouen to Honfleur.

New itineraries for 2014 will include an 11 day Seine trip, along with the 19 day *Treasures of Europe's Waterways* and the 20 day *Munich and Passau to the Danube Delta*.

There are also 37 new *Scenic FreeChoice* experiences, and a \$10m rebuild of Scenic's ships sailing the Rhine, Main, Danube, Moselle and Black Sea routes ensures the entire fleet offers the same standard of product as on the brand new *Scenic Jewel*, incl Scenic's unique 'Sun Lounges'.

CLICK HERE for more details.

last night (**TD** breaking news) has been made possible by their trans-Tasman alliance, for which they are currently seeking reauthorisation from the ACCC.

At the opening of CHC's new terminal, NZ ceo Christopher Luxon said the cities were the two biggest trans-Tasman ports without direct alliance services.

Virgin Australia sales chief Judith Crompton, who appears to have a new title of Chief Commercial Officer, said the carriers had been very pleased with the recovery of traffic on CHC routes.

Tickets are now on sale from both carriers for the route which will operate twice weekly from Dec-late Apr using an NZ B767.

MEANWHILE, Dunedin Airport has insisted the ACCC maintains capacity commitments bound to the carriers on both the Sydney & Melbourne to Dunedin routes implemented at the start of their alliance, "to ensure that the market is not disadvantaged to the benefit of the airlines."

Further, DUD called on the pre-specified capacity conditions on the Brisbane route to remain.

Explore! with C&K

COX & Kings Australia is urging agents to check out its range of Explore! Worldwide small group adventures, via the **front full page** of today's *Travel Daily*.

Eight pages of news

Travel Daily today has eight pages of news & photos, a front full page for **Cox & Kings** plus a full page from: (**click**)

- AA Appointments jobs

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Travel Daily

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P&O three day sale

P&O Cruises will next Mon launch a sale offering 'SeaBreak' fares from just \$66 a day, on 3 and 4 night cruises incl *Pacific Jewel* trips ex Sydney on 14 Jun and 02 Aug, and a *Pacific Pearl* comedy cruise on 28 Jun.

Auckland gets aggressive

AUCKLAND Airport has ramped up its tourism aspirations for New Zealand, saying that with improved aviation links, the country can reach four million visitor arrivals annually by 2020.

The airport's "Ambition 2020" initiative includes a number of facets - including new funding of up to \$500,000 for airlines and wholesalers looking to develop programs that will create new business opportunities.

"The program is looking to encourage further development in High Opportunity Target (HOT) markets such as Asia and South America," said AKL gm Aeronautical Commercial, Glen Wedlock.

The airport is particularly targeting seasonal services or charters, with Wedlock saying that in summer many wholesalers

found it difficult to secure sufficient seats to NZ.

He said the new funding scheme "can help mitigate this by providing opportunities for both airlines and trade sellers to grow business effectively together".

As well as targeting potential HOT markets, the program will look for opportunities to build traffic to Queenstown and the South Island.

"Over 80% of all visitors outside of Australia arrive through Auckland Airport and we believe it is important that we keep finding innovative ways to attract more demand to build value for NZ tourism and trade," he said.

To promote the initiative, AKL has launched a "HOT" marketing competition, in which the best submission will receive up to \$200,000 in marketing support and business development help.

The airport said that although overall arrivals were down about 2% last year, "we saw many Asian markets such as China, Japan, Indonesia, India and Taiwan outperform our goals".

An extensive analysis to evaluate which markets have the greatest potential was also released by the airport, along with targets which include 5.1% compound annual growth in Australian visitors crossing the Tasman through to 2018.

The full presentation can be viewed by **CLICKING HERE**.

New QR Perth office

QATAR Airways has opened a new Australian office in the BCG Centre on the Perth CBD Esplanade, with a staff of 10 offering reservations, ticketing, sales and administration services, and phone no (08) 6189 6100.

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United status match

UNITED Airlines is offering non-Star Alliance top tier frequent flyers the opportunity to match status in its MileagePlus program.

Through until 30 Apr, customers will be able to upgrade their United MileagePlus account to either a Premier Silver, Premier Gold or Premier Platinum status for a 90 day period.

And those who earn a specified amount of qualifying miles while at the higher level will be able to keep the status for the rest of the year - see www.united.com.

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Virgin australia

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2013 NTIA Awards

Best Travel Agency - Corporate (Single Location)

Best Travel Consultant - Corporate (Sean Simmons)

We would like to thank you for your overwhelming support and guidance over the last 18 months.

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Travel Daily

First with the news

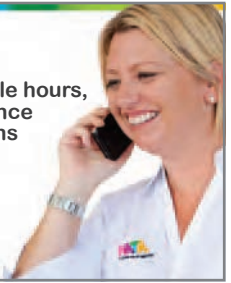
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MEL outstrips SYD growth

TOTAL international & domestic passenger numbers passing through Melbourne Airport grew 5% for the month of Mar, taking the facility's financial year total

arrivals to 7,455,992 passengers. International saw a 3% growth, with Asia remaining the strongest performer through visitors from Hong Kong, Taiwan, China, Vietnam and the Philippines all improving by more than 10%.

Sydney Airport recorded strong growth also, reporting a 3.5% jump in total arrivals, with int'l visitors climbing 6% year-on-year compared to 2.3% on domestic.

Visitor numbers from Singapore climbed a whopping 50%, with Malaysia jumping 46% and Hong Kong 33%, while traditional markets such as the USA grew 14% and conversely, Japan recorded an 8% decline in arrivals.

100% Pure 'Choice'

THE passing into law this week of same sex marriage in New Zealand will likely have a positive impact on tourism numbers for the country, according to Tourism New Zealand general manager Australia Tim Burgess.

"We've had interest for NZ companies that already specialise in running weddings for int'l travellers about how they can develop a product for gay couples," Burgess told *TD* today.

The moniker '100% Pure Choice' along with a logo has already been touted by TNZ on Facebook (pictured).

See next week's *Travel Daily* for coverage from Tourism New Zealand's 2013 TRENZ trade show, being held in Auckland.



VS gate-to-gate IFE

VIRGIN Atlantic has confirmed it will enable passengers to turn on their inflight-entertainment system before take-off, and leave it running during landing.

The carrier said the new option will enable guests to get an extra 2hrs of IFE on long flights.

Until now, VS wouldn't switch on its IFE until 25mins into a flight and then turned them off 40mins prior to touch down.

Contiki still rocking

YOUTH tour operator Contiki has relaunched its popular Rock Around The World incentive, this year hosting 20 music-loving agents on a 12-day trip to Spain for the Benicassim Music Festival from 18-30 Jul.

Details of the incentive can be found at www.contiki.com/agents.

Ecstasy black-out

CARNIVAL Cruise Lines can't get a break after the 2,056-pax *Carnival Ecstasy* suffered a power outage of 12 minutes while sailing off the Florida coast.

The latest Carnival incident was caused by a mechanical issue.



Window Seat

ANYONE planning on leaving their job sometimes wonders about the most creative way to break the news to the boss that greener pastures beckon

Perhaps the sweetest way came recently in the UK, when Stansted Border Agency official Chris Holmes delivered his notice of departure to his boss, in the form of a letter written in icing on a cake.

Needless to say, Chris was leaving to open & run his own cake and catering business.

The image went viral on Twitter after being retweeted by his brother-in-law, who works in public relations.



Travel Daily
on location aboard
Scenic Jewel

Today's issue of *TD* is coming to you from on board *Scenic Tours' new Scenic Jewel en route from Mainz to Amsterdam.*

TODAY, *Jewel* is in Bruinisse, a small fishing village in Holland not far from the North Sea.

It's not a scheduled stop, but high winds have meant the ship couldn't get to Amsterdam.

The conditions are unseasonal but a reminder that mother nature can affect the best laid plans.

What is important is how the tour operator handles the situation, and all credit must go to the Scenic staff for their management of what must have been a logistical nightmare.

Planned tours for the day were not cancelled, but passengers were bussed from the ship on the exclusive Scenic coaches that accompany the vessel.

Some went to Volendam and others to Amsterdam, and everyone was back on board for the usual sumptuous dinner.

Communication is always the key to unexpected situations - keeping passengers informed not only of changes to the itinerary but the reasons why, makes for a happy atmosphere on board and willingness to be part of the adventure of travel.

Well done Scenic Tours!

**SHARE THE LOVE
VOTE FOR SCOTT!**

Our man with the van has done it again! Please vote for our Britz sales guru and get **Scott Wallace** and Britz into a winning position for this year's awards.

click here to **VOTE FOR SCOTT**

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Final NZ famil spots

AUSSIE travel agents still have a chance to win a place on Tourism New Zealand's 2013 mega-famil.

The trip is backed by Emirates and runs from 15-20 May, with over 300 agents making up the full delegation.

Attendees will take part in a one-day workshop in Auckland before fanning out across the country in one of 12 groups to get amongst the diverse sights and sounds of the country.

The famil will also see Tourism New Zealand launch its revamped 100% Pure New Zealand specialist online training program.

Ten spots remaining unclaimed, to register for a chance to win a place, see www.svy.mk/XSqWno.

EY Gold points bonus

ETIHAD Airways has ramped up the suite of benefits available to its top-tier Gold Elite members, a move it says "continues to set the highest benchmark across the industry."

The new benefits include an increase in tier bonus from 50% to 75%; complimentary Etihad Guest Gold membership for another member; check-in at the Diamond First Class counter; a guarantee Pearl Business Class seat on EY-operated flights when booking at least 48hrs prior to departure and more.

Gold Elite benefits are available to Virgin Australia's Velocity Platinum members when flying on Etihad operated flights.

BA, Eurostar on 1 tkt

BRITISH Airways is hoping to enable the joint ticketing of flights and Eurostar rail services, with talks between the two parties already underway.

BA commercial director Drew Crawley said the venture would enable the **oneworld** carrier to offer better services to customers, however "technology is the critical issue."

"If you were working in London near St Pancras, you could take the train to Paris and then fly back with us if you lived in West London," Crawley said at ITM.

GraysEscape growth

ACCOMMODATION aggregator GraysEscape.com is touting having boosted its listings in Australian and New Zealand to more than 4,500 properties.

Formerly known as Ubid4rooms, the firm enables users to 'haggle' directly with accom suppliers to try and negotiate better rates.

Accom confidence up

AUSTRALIAN accommodation businesses have achieved better performances on average over the past 12 months than most other sectors, according to the latest Roy Morgan Business data.

Overall, more local companies reported negative performance than positive performance for the year, resulting in a net negative performance score of -20.8%.

But more businesses reported a positive outlook for the next 12 months, resulting in a net positive outlook score of +28%.

"Despite the high Aussie dollar, it appears that the Accommodation, Cafes and Restaurants part of the Tourism sector have performed reasonably well over the last 12 months, and expect an even better year ahead," Roy Morgan Research director business research, Nigel Smith said.

Business confidence from the accom and food service sectors was also above average.

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There is an opportunity for a Fares & Ticketing Specialist with Industry knowledge & entrepreneurial flare to join Travel the World, an award winning multifaceted travel company.

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- Assisting with booking queries
- Preparation of Air Quotes and bookings
- Published fares /IT fares /Wholesale fares /Private fares
- Monitoring of GDS queues
- Ticketing function via BSP & Consolidator
- Update the BSP ticket register

Competencies Required:

- Experience at leading a team
- Track record of growth within previous job roles
- A high level knowledge of GDS with a minimum of 2 years Amadeus experience or similar
- A minimum of 2 years experience in fares and ticketing is a must along with F&T 1&2 Accreditation

What we offer:

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- Growing company

Immediate start, please forward your cover letter and resume to careers@traveltheworld.com.au by Friday 26 April 2013.



Air Trainer

We are seeking applications for an experienced Air Trainer to join our training department. Servicing the Customer Service Centre and Product departments you will be responsible for training the staff on all aspects of air.

Key Competencies and Responsibilities:

- Air training for new and existing Customer Service Centre staff on Sabre, Air Tickets and Air spreadsheets
- Providing weekly one-on-one coaching/mentoring
- Assess staff on phone manner/Call monitoring
- Have a clear understanding of the commercial structure of a tour operator/wholesaler
- Providing training updates at the CSC team meeting
- Manage new staff intakes (alternately)
- Strong air background
- Ability to train and assess staff knowledge
- A patient and flexible approach to training as dealing with different levels of experience
- Detailed knowledge of APT products including air
- Proven leadership and coaching skills
- High levels of communication skills - both written and oral
- A positive and enthusiastic approach and willingness to be hands on
- Qualified trainer with experience in the travel industry

Please send a cover letter and resume to:
employment@aptouring.com.au

TTF critical of White Bay disembarkation

THE official opening today of Sydney Ports Corporation's \$57m White Bay Cruise Terminal in Sydney has drawn criticism from the Transport & Tourism Forum.

Acting ceo Trent Zimmerman welcomed the facility's debut but said the government now needed to address "appropriate transport" for disembarking pax.

He also stressed the Federal govt must "get on with finalising long-term plans for cruise ship access to Garden Island."

Virgin India venture

VIRGIN Atlantic founder Sir Richard Branson has flagged the real possibility of establishing an offshoot in India following last year's decision by the Indian govt to allow foreign carriers to hold stakes in Indian airlines, except for Air India (**TD** 17 Sep).

Branson told *Livemint* that Virgin viewed the market as having significant potential for a "low-cost airline albeit with a good quality business class" product, similar to that of Virgin Australia.

He said an Indian subsidiary would complement VS's services to Delhi and Mumbai.

The loosening of airline ownership rules in the country has already seen low-cost carrier AirAsia take steps to create an Indian offshoot in partnership with Tata Sons Ltd (**TD** 21 Feb).

Abt Railway revival

TASMANIA'S iconic Abt Railway - more commonly known as the West Coast Wilderness Railway - has won \$10 million in State and Federal funding to restore and reopen the attraction.

The rail line, operating between Queenstown and Strahan, will close at the end of this month.

Minister for Infrastructure and Transport Anthony Albanese said the Gillard govt was pleased to have moved so quickly to formalise the offer to bankroll the project's revival, planned to be active again by next summer.

Under the agreement, the Federal govt will inject \$6 million into the Abt Railway, with the remainder kicked in by Tasmania.

Albanese yesterday said this rescue package is "designed to secure a bright, viable future for this important piece of Australian history."

The West Coast Wilderness Railway was previously operated by the Federal Group, but elected to pull the pin on the business in Feb due to rising maintenance costs and a steep drop in regional tourism (**TD** 07 Feb).

The Tasmanian govt has been tasked with finding a new operator for the next four years.

Seabourn Penthouses

SEABOURN has announced the addition of new Penthouse Spa Suites to its fleet of three vessels, with *Seabourn Quest* to reveal the new accom option in May.

President Richard Meadows said the new spa suites were being introduced to meet demand from guests who had "expressed a desire to incorporate a more complete spa vacation experience into their cruises."

Each of the four spacious suites are located above The Spa at Seabourn and offer up to 50sqm of inside space and 16sqm of expansive private verandas.

All suites feature a living and dining area with seating for four, a separate bedroom, walk-in closet, a bathroom with tub and special spa shower, and more.

There's also a second in-suite bar stocked with flavoured water & fruit juice, accompanied by a selection of quick bites.

Guests will have daily access to the spa's Serene Area and a Spa Concierge will help Penthouse Spa Suite guests with reservations for their personalised treatments.

Seabourn Odyssey and *Seabourn Sojourn* will both have the new Penthouse Spa Suites fitted while in their next scheduled drydock.



National Sales Manager

The APT Group is Australia's premier travel company, at present the organisation is experiencing significant and exciting growth as it positions itself as a true global tour and cruise operator and one of the world's leading travel companies.

Due to a recent restructure applications are now invited for the position of National Sales Manager Australia.

Key Competencies and Responsibilities:

- A sales professional with 2-3 years of sales and team management proficiency at a senior level.
- A tertiary level qualification in a business-related discipline is highly desirable.
- Highly developed leadership, communication, negotiation and organisational skills.
- A strong commercial orientation and high level of business acumen.
- Expertise and experience in prospecting, presenting and closing deals.
- A good network of existing contacts in the cruise and touring sector of the Australian travel industry
- Proven people and project management skills to successfully lead and navigate through constant business change.
- Managing, leading and motivating highly engaged on-road and inside sales teams.
- Managing revenue, margin and cost-of-sale budgets in line with annual profit targets.
- Comparing sales results to goals and taking appropriate corrective action if necessary.
- Establish effective relationships with other internal department
- The ability to undertake and manage a busy schedule of frequent intrastate, interstate and international travel.

If you are a leader and motivator, enthusiastic, enjoy challenges and thrive on achieving sales targets then this could be the role for you.

Please send a detailed cover letter explaining why you are the right person for the job to employment@aptouring.com.au



Public Relations & Marketing Executive

The Walshe Group, appointed representative for the Sultanate of Oman Tourism in Australia is looking to fill the above role.

Key responsibilities will include;

- To write press releases and by-line articles;
- Develop and implement communication & marketing strategies;
- Build strong relations with media in the travel & tourism sector.

Applicants must possess the following;

- Previous experience working in a PR and/or marketing role preferably in the travel industry;
- An established rapport with Australian media primarily travel focused;
- Exceptional written and verbal communications skills;
- Demonstrate a creative flair and a strong understanding of social media;
- Demonstrate a passion for the destination of Oman and an understanding of the cultural; sensitivities required in representing the destination to the Australian market;
- A formal qualification in PR/Marketing and/or Communications.

Applications including a cover letter and CV should be forwarded via email to applications@walshegroup.com

Applications close Monday 29 April 2013.





SATC entices Flightie ladies, +1

ABOVE: The South Australian Tourism Commission hosted a Flight Centre mega-famil to the state last month, with 30 Flight Centre and Infinity Holidays staff given the chance to experience both Kangaroo Island and the Barossa Valley.

Sixteen agents and 14 Infinity Holidays res staff participated on the four-day educational, with other highlights including tour & tastings at the Adelaide Central Market, lunch at Ekhidna Wines and a group cooking class at Kangaroo Island Source.

Pictured at the Remarkable Rocks, Back Row: Alana Tippins

(SATC), Nikki Lambert, Amanda Colefax, Matt Niederer, Kelly Parker, Michelle O'Keefe, Nikki Geraghty, Kate Forbes, Kate Challis, Jess Harwood, Laura Vajda, Roisin O'Doherty, Elisha Danieli, Leanne Reynolds, Daniella Bodnar, Rachael Hall, Shelley Ball, Carly McLaughlin and Olenka Palac

Front row: Cynthia Powell, Fiona McLaren, Fizzy Yuen, Tiffany Weir, Kate Parker, Jordana Baron, Rebekah Gray, Michelina Pescatore, Jade Maclachlan and Megan Fallon - missing but present are Emily Robertson (SATC) and Megan Philips.

Tassie campaign a hit

TOURISM Tasmania's recent 'Go Behind the Scenery' promo has resonated with targeted audiences, says Tourism Minister Scott Bacon, attracting more than 100,000 unique hits to a micro-site created for the campaign.

Bacon said more than a quarter of the visits were achieved in the first week alone, "well above Tourism Tasmania's expectations" & that 5,000 itineraries had been downloaded from the site so far.

The campaign encourages people to venture off the beaten path in Tasmania and explore regional areas of the state.

STA book-shop pact

THE Co-op store has entered into a new agreement with STA Travel to give members access to cheap flights, hostels and hotels, travel insurance and more, via its website www.coop.com.au.

"There are obvious parallels between our two brands which we're looking forward to exploring over the coming months with our exclusive campaigns," said STA Travel Australia marketing and online director, Tania Tandora.

Co-op has a member database of 1.7 million members and over 50 stores around the country.

Travel Specials



WELCOME to Travel Specials, **Travel Daily's** Fri feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

Set up at the **Grand Mercure Apartments Twin Waters** with its seven & 30-day special discounts. Guests can stay seven nights for the price of five in a two-bedroom apartment, while \$3450 is the total price to make the resort home for 30 nights. Valid to 13 Sep - ph 1800 665 476 to book.

Surf's Up at Fiji's **Plantation Island Resort's** Surf Package, with a 5 night package priced from \$1183 in a one-bedroom Garden Terrace. Also includes free surfboat trips to the breaks for one person - on sale to 30 Jun. Blackout dates apply. Contact your preferred wholesaler to book.

Capture all the best shots with a free Sony Cybershot camera valued at \$249 with new bookings on **Abercrombie & Kent's** 10-day Spain: Seven Cities itinerary, departing 17 Jun and visiting Seville, Granada, Barcelona, Madrid and more. Land-only price is US\$5,795pp. Phone 1300 851 800.

Discounts abound at a host of hotel groups across Asia represented in Australia by **Complete Travel Marketing**. Participating properties include Berjaya, Bandara, Centara, Sunwing, Park Hotel Group, Sukosel and many more. For full booking, blackouts & price details, [CLICK HERE](#).



Flight Desk Consultant

We are seeking applications for an experienced travel professional to join our Flight Desk team. This is a 16 month fixed term maternity leave role reporting to the Air Product Manager. You must be passionate about all things to do with air and enjoy working in a fast paced environment.

Key Competencies and Responsibilities:

- Airline ticketing for Domestic and International airlines
- Liaising with airlines
- IATA billing
- Maintenance of airline queues
- Processing & actioning airline refunds and reissues
- Assisting with booking queries
- Group ticketing
- Dealing with Yield requests for passenger relocations
- Working to tight deadlines
- Good time management skills and the ability to work productively in a fast paced environment
- High attention to detail
- Experience in ticketing and fares is a must
- Competence with the use of Sabre
- Fares and Ticketing 1 & 2 accreditation
- BSP & Billing along with knowledge of Phase 4 ticketing is desirable

Please send a cover letter and resume to employment@aptouring.com.au



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Technology Update

Today's Technology Update is brought to you by Tramada Systems Pty Ltd.

Aussie Travel Technology Innovation



The Tramada development team participated in THack last week. This is a highly regarded competition

run by online software website Tnooz to showcase the creative flair and talent that exists in software development in the travel industry. For the first time it was held in Australia and we are very proud to be the only local software development company that participated.

We were asked to solve a 'problem' related to helping a user find out how to reach a destination from door-to-door (multi-modal including trains, planes and automobiles) and what they can do when they get there. Our objective was also to find a clever use of travel data that would support travel agents. We had to look for innovative tools that agents could use to earn money and turn the "online threat" into an opportunity. The end product sourced data from a number of providers and was very well received by the judges.

We are always looking at other innovative ways to support travel agents through the challenges ahead. Without giving too much away at this early stage we are actively looking to develop a Sabre Red App which guides a consultant, at the time of booking, as to what airline to book to assist an agency reach their airline targets and alert the consultant at a point in time when it can be influenced. Ultimately this could be extended to cover other product areas including hotels and cars.

Truly leading technology that others strive to follow.

For information about tramada® - email sales@tramada.com

Bjorn Bohme, CTO, Tramada - your technology partner



DNSW Arrival Guides

DESTINATION information network Arrival Guides has formed a new partnership with Destination NSW, which will see the state authority assume control for the Sydney guide.

In addition, nine new guides on different NSW regions will be designed as part of the Arrival Guides agreement, which will then be made available to over 170 travel companies worldwide to help promote NSW globally.

Companies which use Arrival Guides information in their sales platforms include Qatar Airways, Ryanair, Booking.com, Zuji and Chinese OTA eLong & HomeAway.

Double CX miles offer

CATHAY Pacific frequent flyer program Asia Miles has launched an uncapped double miles earning offer for new members on all round-trip Business Class flights between Australia and Hong Kong before 31 May.

New members joining before the 31 May cut-off date will also earn 1,000 miles as a one-time bonus for booking flights online.

See www.cathaypacific.com.au for more information.

Yarra Valley promo

ONLINE travel agent Lastminute.com.au has joined forces with Tourism Victoria to promote the Yarra Valley as its Apr "Destination of the Month".

Promotion on the website will be focused on the region's food and wine prowess, with packages on offer combining accom with winery visits and local attractions including hot air ballooning.

Accor gross rev boost

EXPANSION in emerging markets helped Accor post strong results for the first quarter of 2013, with gross revenue up 6.4% to €2.6b across the organisation.

Excluding the extra day in 2012 with the leap year, the company posted a 1.1% increase in key, established markets, with an 18.2% jump in management and franchise fees due to expansion.

In total, more than 4,600 new rooms were opened in the period across 32 new hotels.

Sustained demand for upscale and medium-range properties in key cities remained strong, contributing to RevPAR up 0.7%.

Mekong NYE savings

EARLYBIRD savings of \$1,000 per couple are on sale with Travel Indochina's 11-night New Years Eve tour on the Mekong River.

For details, phone 1300 362 777.

Tussauds parties with the stars



CELEBRITIES from all different sides of the showbiz industry joined the first birthday party for Madame Tussauds Sydney.

Unfortunately, none of them were able to eat any of the cake.

The exclusive celebration alongside Sydney Harbour saw wax Nicole Kidman and wax husband Keith Urban partying with wax Eric Bana, Angelina Jolie, Danni Minogue, Miranda Kerr and Lleyton Hewitt.

Sydney's Madame Tussauds has had a successful debut year, with thousands of visitors coming through the doors, and also being named "Best New Tourism Development" from the Australian Tourism Awards.

Interesting statistics witnessed by the museum in its first year include One Direction being the most requested wax figures to be added to the museum, US President Barack Obama and "Brangelina" being the most

photographed, and Johnny Depp being the most frequently kissed.

"We have some exciting plans for the year ahead," Madame Tussauds spokesperson Kristy Enright said, teasing as to who may be added in the coming year.

The A-listers attending the party are pictured above.

Spoil yourself courtesy of Hahn Air



Travel Daily has teamed up with **Hahn Air** this week and is giving 3 travel agent readers the chance to win a \$100 Westfield voucher.

For over a decade, Hahn Air (www.hahnair.com) has been a trusted provider of e-ticketing solutions for an unlimited number of interline scenarios for 91,000 travel agencies worldwide.

Hahn Air e-tickets are available in more than 190 countries, using any GDS.

For your chance to win, **provide us with a slogan for Martin our mascot.** Slogan should highlight the benefits of Hahn Air in your ticketing world.

Email your answer to: hahnair@traveldaily.com.au.

Three most creative entries will win!



New MSY terminals

SOUTHWEST Airlines is keen to partner with the city of New Orleans for the construction of a brand new US\$826m terminal at New Orleans Airport.

Details of the plan show a new facility consisting of three concourses, each with ten gates, with space for 12 additional concourses for future expansion.

The project will be built to the north of the current terminal, which would also include an on-site hotel, with estimates for completion currently set at 2018.

Creative sends its Stars packing



THE Cook Islands served as the destination for Creative Holidays to treat its highest performing agents to a few days of fun and sun to say thanks for their efforts and continued strong support.

Representing a wide variety of agency groups, the group spent six days laying in the sun, taking in the island serenity and snapping pictures of the amazing sights to take back to their offices.

The agents soaked up plenty of the Polynesian culture on offer, including the local cuisine, sights and sounds, hospitality, lifestyle and local attractions.

Three local families welcomed the group into their homes as part of a Progressive Dinner and Wine Tour enjoyed by Creative's Star Performing agents, where they partook in local delicacies, heard ancient stories and met with up to four generations of family members under one roof.

Further, the group headed out onto Rarotonga's Muri Lagoon for the Captain Tama's Lagoon Cruise for snorkelling and a BBQ lunch on a nearby island.

The group (**above**) consisted of Nathyn Kearney, Escape Travel Miranda; Tim Swan, Air New Zealand; Krysia Pearce,

Avis LHR T5 move in

AVIS has become the first car rental firm to open an outlet at London Heathrow's relatively new Terminal 5 facility, which is home exclusively to British Airways.

New digs for Asiana

ASIANA Airlines has announced it is moving its Sydney office to a new address effective 22 Apr.

From Mon, the new address will be Level 12, 403 George Street, Sydney, NSW, 2000, with the res phone and email unchanged.

Kids Village at Vomo

FIJI'S Vomo Island Resort has opened a new kids club facility known as "Kid's Village", which is accessible via a suspension bridge, open daily and free of charge.

The facility offers undercover play areas, cubby houses, with older children able to take part in an educational turtle protection program to learn about ongoing wildlife conservation campaigns.

Asia is growing faster

A STUDY by Amadeus Air Traffic Travel Intelligence (**TD** yest) has found seven of the world's top ten busiest air travel routes are within the continent.

Overall air traffic volume grew at a rate of 9% between 2011 and 2012 in Asia, making it the fastest growing region worldwide, followed by Latin America.

Asia also had the highest airline competition, with 75% of routes operated in the region flown by three or more carriers, and 27% serviced by five airlines or more.

More than 787 million passengers flew on scheduled services in the Asia region in 2012, with Jeju to Seoul in South Korea the world's busiest air route.

WIN A TRIP TO GREATER PALM SPRINGS WITH UNITED



This month we're giving *Travel Daily* readers the chance to win a trip to Greater Palm Springs which includes:

- 2 United Airlines round-trip economy flights to LAX
- 3 nights at Westin Mission Hills Golf Resort & Spa, one round of golf and one spa treatment
- 2 nights at Hyatt Regency Indian Wells Resort & Spa
- 2 tickets on the Palm Springs Aerial Tramway

Greater Palm Springs, California is the perfect getaway for travellers seeking outdoor adventure, luxurious resorts, boutique hotels, pampering spas, championship golf courses, and a modern artist community with local designers and brand name shopping.

For your chance to win a trip to Greater Palm Springs with United, **SEND US YOUR BEST PALM SPRINGS DESTINATION-INSPIRED PHOTO.**

Need some inspiration? Think Marilyn Monroe, Coachella-hipster or your best golf outfit!

Send your entry by COB on 30th Apr to: palmssprings@traveldaily.com.au.



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HYATT REGENCY
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Flight Centre Corrimal; James Jang, where2travel South Yarra; Michelle Barker, Jayes Travel; Allyson Forrest, Flight Centre Rouse Hill; Kristi Brash, Flight Centre Knox; Brett Helliwell, Flight Centre Midland Gate; Leanne Hatton, Flight Centre Mandurah; Kristie Martin, Travelscene Padstow; Bree Cooper, Escape Travel Whitfords; Santo Scidone, Travelworld Armadale; Karen Spencer, Go Tours & Travel; Rebecca Hawkless, Flight Centre Maddington; Jody Testar, Flight Centre Garden City; Donna Head, Travel Focus International; Sarah Bowness, Flight Centre Kalamunda and Emin Jeka, Flight Centre Altona.

Creative's Ashleigh Luskan and Andrew Yell escorted the trip.

TK superjumbo goals

TURKISH Airlines chairman Hamdi Topcu has expressed interest in buying Airbus A380 superjumbo aircraft if the right opportunity to do so was made available by Airbus.

The carrier has recently signed commitment orders to purchase more than 180 Boeing & Airbus aircraft for delivery before 2021.

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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RECLAIM YOUR WEEKENDS!

RETAIL TRAVEL CONSULTANT

SYDNEY – SALARY PACKAGE TO \$60K + OTE

Are you an experienced retail travel consultant in need of your weekends back? Are you looking for a solid base salary with a great commission structure? Enjoy dealing with a wide range of clientele budget to high-end booking trips of a lifetime to worldwide destinations. Enjoy working for a well respected, boutique travel agency that has a large number of repeat clientele. The ideal candidate will have strong GDS skills and a passion for travel that shines! Top base salary + commission.

TRY YOUR HAND AT EVENTS

LEISURE, GROUPS & EVENTS CONSULTANT

SYDNEY – SALARY PACKAGE TO \$74K

Are you a leisure travel consultant looking to broaden your skills? Our Client is a well known and respected Global company who are currently seeking a new team member to join their friendly team. Enjoy being part of a Global company that will provide stability, training, and support, with internal career progression opportunities. The ideal candidate must have strong GDS skills, Eventspro and MICE experience preferred. Send your CV today!

CALLING ALL ASSISTANT MANAGERS

2IC - TRAVEL CENTRE

PERTH (CBD) - SALARY PACKAGE TO \$55K + BONUSES

We have an exciting 2IC role located in the heart of Perth! This role with a difference will see you working as a hands on 2IC.

You will be responsible for assisting with the day to day running of the office and will also provide a high level of customer service. With a sensational product on offer and Monday – Friday hours this is one role you don't want to miss! Interviewing now for an Immediate start –BE QUICK!

***NEW* UNIQUE ROLE IN MELBOURNE**

LEISURE CONSULTANTS X 2

MELBOURNE – SALARY PACKAGE TO \$60K + (DOE)

We have a sensational NEW leisure role with a difference in Melbourne! This successful TMC now requires 2 experienced leisure consultant for a unique 12 month contract! Working directly with the client, on the premises you will be responsible for booking leisure holiday's to worldwide destinations! With M-F hours and high base salary on offer you will need to be quick! ! Min 4 years experience req.

**AIRLINE BDM – RARE ROLE FOR MELBOURNE!
BUSINESS DEVELOPMENT MANAGER**

MELBOURNE – SALARY PACKAGE TO \$70K + SUPER

We have an exciting Airline BDM role in Melbourne for a professional Business developer. This first class airline is set to growth rapidly over the next 12 months and now requires extra support on the road to promote and grow the business! To be successful for this role you will need previous on the road experience as an AIRLINE BDM/Sales manager. Roles like this are extremely rare in Melbourne so apply NOW!

CORPORATE ROLES GALORE!

CORPORATE TRAVEL CONSULTANTS X 2

PERTH AND ADELAIDE – SALARY PACKAGE TO \$58K (DOE)

This Global Travel Management Company is looking for 2 talented travel consultants in Adelaide and Perth who looking to move into the corporate travel arena. Work for a well established business that has a large range of corporate accounts. Great office's located in the city centre. High base salary on offer and Monday – Friday hours! Min 2 yrs consulting experience. Apply now and secure your new role!

FANCY YOURSELF A FARES GURU

AIR PRODUCT SPECIALIST

BRISBANE – UP TO \$55K OTE

Passionate about fares? An expert on reading fare sheets? This new and exciting role may be just the breath of fresh air you need. Located in the hustle and bustle of the city you will be responsible for deciphering fare sheets and rules, loading airfares, problem solving and assisting internal and external clients. This is the rare opportunity to jump into a head office environment and enjoy a superb salary pkg, ongoing training, fab career progression & more. Want to know more? Call today.

SUBURBAN SANCTUARY

RETAIL TRAVEL CONSULTANT - 12 MONTH CONTRACT

SOUTHERN BRISBANE SUBURBS – UP TO \$49K PKG

Are you sick of the daily commute into the city? Wish you could work close to home? This is your chance. We are looking for a retail travel superstar to come and join this boutique south side agency. You'll love being part of this small and supportive team whilst handling a range of leisure and cruise itineraries. A solid set salary package will be on offer along with great benefits and a rare work/life balance. All you need is minimum 2 yrs retail travel experience.